AQMON User Manual

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Foreword

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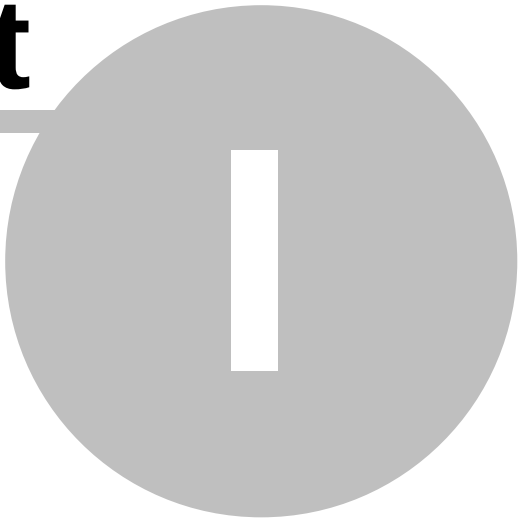
Part



1 Overview

AQMON
User Manual

Overview

AQMON is a desktop application that works on Windows, MacOS and Linux operating systems. The purpose of this application is to allow users (managers) to monitor Queues and Agents (including dynamic agents, static SIP/IAX members and callback agents) in real-time.

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Part II

2 Configuration

In order to use AQMON, the user must first authenticate. For authentication, the user can use any SIP/IAX extension from PBXware which has the "In Manager Proxy" field set to "Yes". If the extension's UAD is "gloCOM" there is no need to set "In Manager Proxy" field ("gloCOM" extensions are automatically added to the list of Astman Proxy users).

The username field in AQMON is the extension itself (i.e. 500), and the Password field is the extension's secret.

In the Server field, the user must enter the hostname (or IP address) of the PBXware to which AQMON will connect. The default Port is 5037 (AstMan Proxy), but it can be changed by specifying it in the server field (i.e. hostname:5038 to connect to Asterisk Manager directly).

The extension with which the user Logs In to AQMON must have Enhanced Service "Monitor Queues" enabled. Under "Monitor Queues" enhanced service, the Administrator will specify which Queues that particular extension can view in AQMON.

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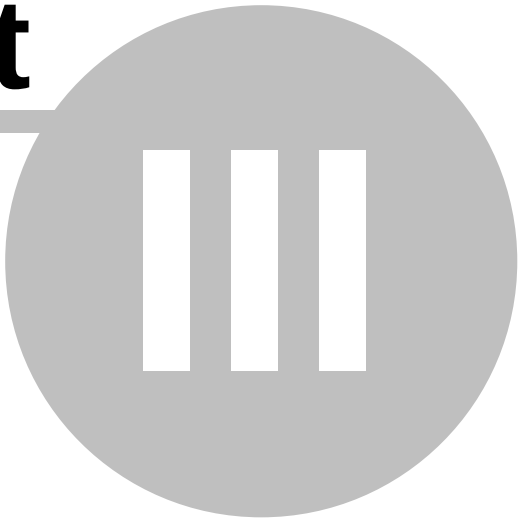
Part



3 Features

Real time monitoring of Queues includes the following information:

1. Call waiting.

2. Number of agents logged in.

3. Number of agents not logged in.

4. Number of agents busy.

5. Number of agents idle.

6. Number of agents not ready (paused).

Real time monitoring of Agents includes the following information:

1. Agent name

2. Agent extension
For dynamic agents it is in the form Agent/123 where 123 is agent number
For static SIP/IAX members it is in the form SIP/123

3. Agent state.
Possible states are: Idle (blue color), Talking (green color), Not Ready (red color)

4.Time in State: shows how long the specified agent has been in its current state (Idle, Talking or Not ready)

5. Caller ID (Queue): shows the caller id of the person who is talking with a specific agent, as well as the Queue name from which the call came in to the agent (i.e. 12345 (Reception))

Listen (Monitor) Agents
Users can click on an agent to start monitoring his current conversation from the specified extension.

Hang up Agents
Users can click on an agent to hang up his current call

Transfer
Users can click on an agent to transfer the current caller to the specified extension

Filter Agents and Queues

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Users can specify which of the queues and agents to show in AQMON

Full Screen View

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